

Frequently Asked Questions

Philips Digital Audio Player

Click on a Topic to jump to the accompanying section

[Choosing a digital audio player that's right for you](#)

[First time set up and installation](#)

[Getting music onto your player](#)

[Enjoying and editing your content](#)

[Battery performance](#)

[Firmware upgrade & repair your player](#)

[Troubleshooting](#)

Choosing a digital audio player that's right for you

What type of music files does the player support?

The player supports music tracks in the following compression format

- MPEG 1 Layer 3
- MPEG 2 Layer 3
- MPEG 2.5

Or files in .WMA format (WMA for PC only).

[\(Back to Top\)](#)

Does the player support copyright protected files (DRM) bought on the internet?

No, your player does not support any protected files, the player will skip any protected files that were transferred to it without playing.

[\(Back to Top\)](#)

First time set up and installation

How do I switch my player on /off?

On the top side of the player, pull the power button to the right until the Philips splash screen appears on display. To switch off the unit, pull the power button to the right again until the display shows "bye".

[\(Back to Top\)](#)

How do I install my GoGear Mix?

IMPORTANT: Before doing the installation, please make sure that your PC is running on one of the following operating systems


- **Windows 2000**
 - **Windows XP (Home or Professional)**
 - **Windows Vista (All versions)**
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1. **Always install the software first.** Do this by plugging the player into the computer.
 2. From the AutoPlay menu that pops up, select "Install Philips Device Manager".
 3. If the AutoPlay menu does not pop up, click on "My Computer" (Windows 2000/XP) or "Computer" (Windows Vista), right click on "Philips GoGear Mix", and then click on "Install Philips Device Manager".
 4. Follow the instructions on-screen to complete the installation.

[\(Back to Top\)](#)

Getting music onto your player

How do I download music to my digital audio player from my computer?

Transfer music via Windows Explorer:

1. Connect your player with the PC.
2. Launch Windows Explorer.
3. Drag and drop your music files to your player, which is named "Philips GoGear Mix" in Windows Explorer.
4. Once transfer is complete unplug the player from the PC and enjoy the music on the go.
5. Once the transfer process is complete, click on the removal icon  on the task tray to stop and eject the player. When a message appears saying the USB device can now be safely removed from the system, click OK.
6. Unplug your player from the PC and enjoy the music on your player.


[\(Back to Top\)](#)

Enjoying and editing the content of your player

How do I copy songs from CDs to my player?

Use commercial software application such as Musicmatch Jukebox or Windows Media Player to rip songs on your music CD into MP3/WMA files and then copy the files into your player.

If you use Windows Media Player to rip the songs, please do the following procedure:

1. Insert your CD into the CD drive.
2. On the File menu, point to CDs and Devices, point to Rip Audio CD, and then click the CD drive that contains the audio CD that you want to rip. The Rip feature is displayed and all tracks are selected to be ripped if you have not previously ripped them from the CD.
3. If there are any tracks that you do not want to rip, clear the check box next to them.
4. You can select the check box ☒ at the top of the list to clear or select the check boxes next to all tracks. Click the Rip Music button .

[\(Back to the top\)](#)

How do I organize my music files?

The player will automatically build a database of your files, categorized by Songs, Artists and Albums. If you prefer to use folders to view your music, you can also use the Folder View function on your player.

[\(Back to Top\)](#)

How to delete songs or recordings from my digital audio player?

You can delete songs from your player through Windows Explorer. Connect your player to the computer. Simply select the songs on the device in the items on device pane that you would like to delete and press the Delete key on your PC keyboard.

[\(Back to Top\)](#)

Battery performance

What is the average playtime of the battery with the player?

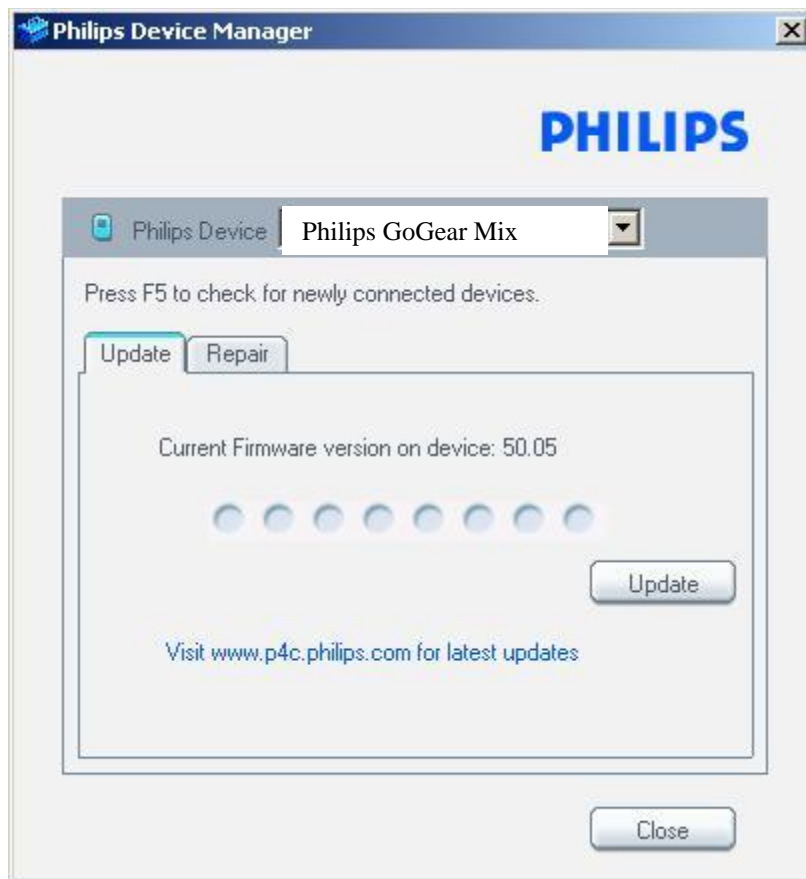
The internal battery can give over 25 hours of continuous music playtime if the Screen Off Timer is set to 40 seconds and equalizer presets are not being used.

[\(Back to Top\)](#)

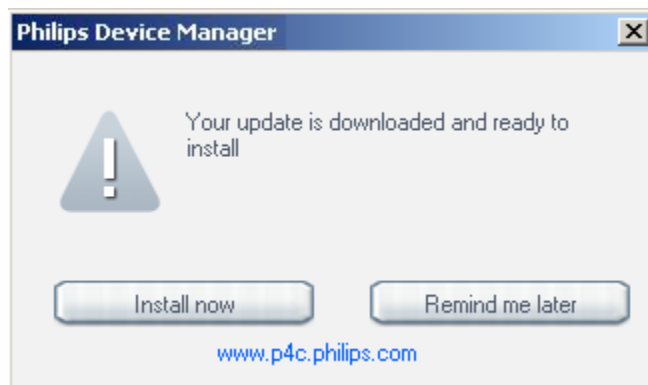
Firmware upgrade & Restore your player

How do I upgrade my player with the latest firmware?

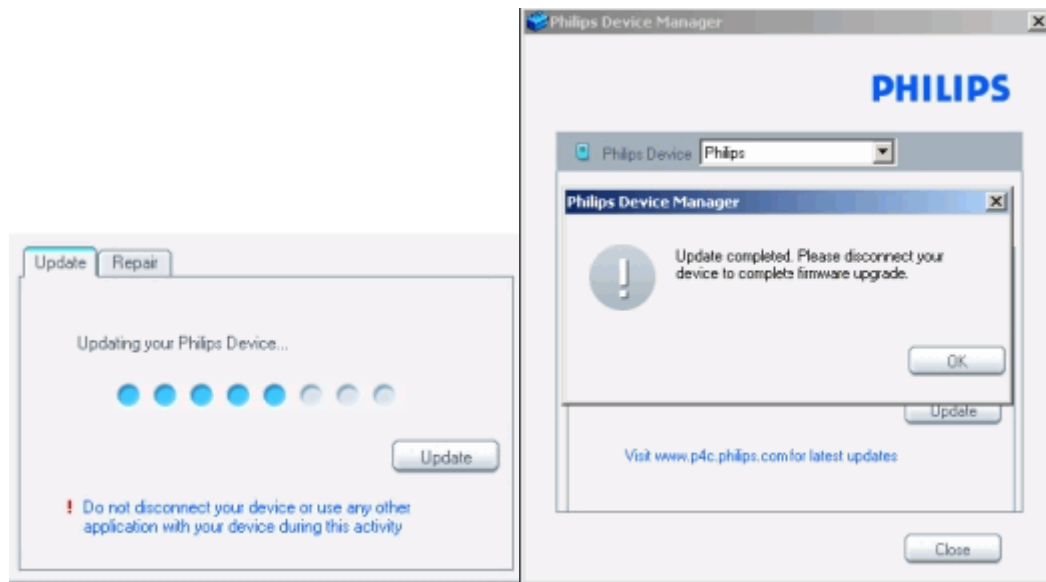
1. Check your firmware version by selecting "Settings" from the home menu, then "Information". If your firmware version is the same as the latest version posted on the support site at <http://www.philips.com/support> then there is NO need to update the firmware. However, if you do not have the latest version follows the steps below.
2. Connect the player to your PC.
3. Launch the Philips Device Manager at Start -> Programs -> Philips Digital Audio Player -> GoGear Mix Device Manager -> Philips Device Manager on your PC. If you do not have this program installed yet, install it from the device or download it from www.philips.com/support.
4. Make sure all other applications such as Windows Media Player or Windows Explorer that access the device are closed or else Device Manager will not recognize the device.
5. Make sure you are connected to the internet
6. Click update.



7. Install now



8. The application will show the status of updating and at the end you need to click OK to complete the update. (Please do not disconnect the player during the upgrading process as this interruption may damage the firmware!)



9. Follow all on screen instructions to complete the firmware upgrade.
10. The Device Manager will close automatically once the success message is displayed. Close all opened application and then unplug your player.

[\(Back to the top\)](#)

How do I repair my player?

1. When your player is locked up or seems dead, you may connect to PC to repair the device with Device Manager.
2. Launch the Philips Device Manager at Start -> Programs -> Philips Digital Audio Player -> GoGear Mix Device Manager -> Philips Device Manager on your PC
3. Press and hold the volume button "+" while connect your player to the PC
4. Device Manager should acknowledge your player and automatically goes into recovery mode.
5. Follow the instruction given by the Device Manager to proceed
6. After the player has been repaired, click OK and disconnect your PC.
7. The player is ready for use again after restart.

[\(Back to Top\)](#)

Troubleshooting

My player has no power or locked up. What's wrong?

- Your battery may have gone flat. Charge the player by connecting it to your PC.
- You may have failed to pull down the power button long enough. Pull down the power button until the Philips splash screen appears on display.
- Do a soft reset by inserting a pen or another small object into the reset hole.

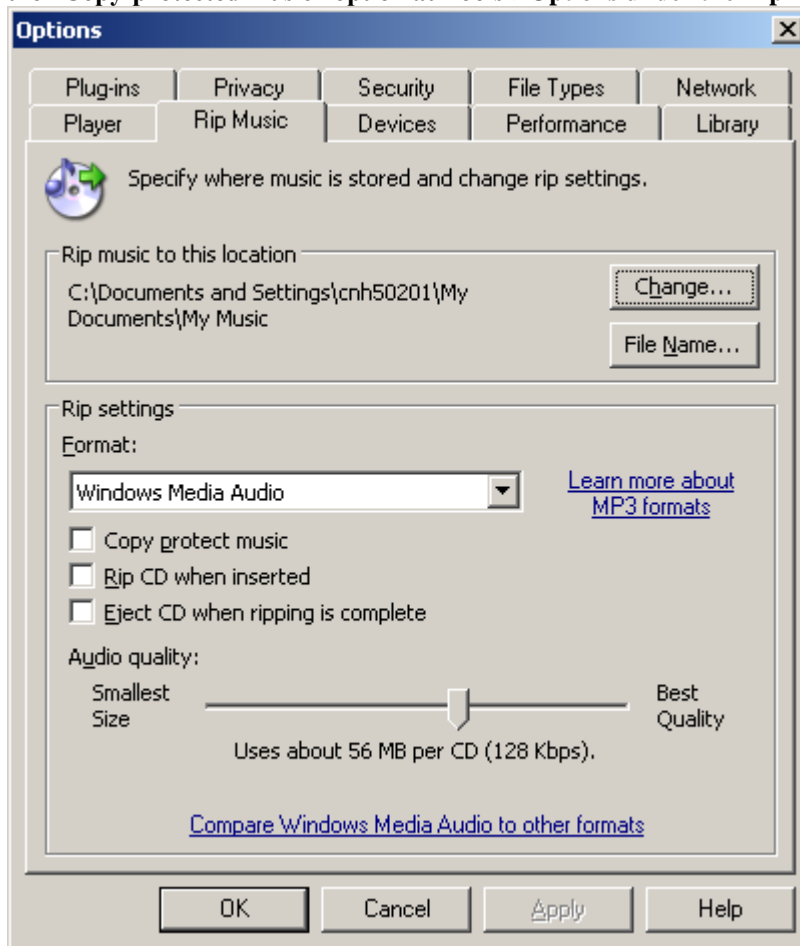
If nothing works then use the Device Manager to recover your player:

1. Launch the Philips Device Manager at Start -> Programs -> Philips Digital Audio Player -> GoGear Mix Device Manager -> Philips Device Manager on your PC
2. Press and hold the volume button "+" while connect your player to the PC
3. Device Manager should acknowledge your player and automatically goes into recovery mode.
4. Follow the instruction of the Device Manager.
5. After the player has been repaired, remove it from your PC and re-start.

[\(Back to Top\)](#)

I cannot find the music that I transferred into my player

- The song might be in a format that is not supported by the player. Only MP3, WMA files are supported.
- The audio file might be corrupted, try to playback the file on your PC first, If it does not play, RIP the song again
- **When a WMA file has been protected within Windows Media Player, the files are then unable to be copied and sent to the player . This will cause the files to be seen within Windows Media Player library, but will not appear or playback within the Digital Audio Player . When ripping your music from CD please always make sure that the “Copy-protected music” option at Tools->Options under the Rip Music is unchecked.**



- Some of those music tracks may be in a format or bit rate that is not supported by the player like AAC or files in variable bit rate may be skipped by the player. (For MP3 the player supports 32 –320kbps & for WMA: 5-192kbps with sampling rate 8.0kHz up to 48kHz)

[\(Back to the top\)](#)

The player is frozen/ it hangs

Reset the player by inserting a pen or other small object into the reset hole on the back.

[\(Back to the top\)](#)

My player is not playing back the music track in the expected order. Why?

Set your music files in the desired playback order by naming them in alphanumerical sequence such as 001_Drunken Monkey.mp3 followed by 002_Massachusetts.mp3 etc. prior to your transferring into the player.

[\(Back to the top\)](#)

My device shows “Memory is full” on display.

Connect your player to the computer. Delete unwanted files to free up some memory and then safely eject the device from computer.

[\(Back to the top\)](#)

Why is there no sound when the ► || button is pressed on my player?

- Check if your player is turned on. Push the power button to the right until the screen lights up.
- Your battery may have gone flat. Please charge your player using the USB cable provided.
- Check if your headphone plug has been inserted into the headphone jack of the unit completely
- Check if the volume is at an audible level. Increase the volume using the **VOLUME +** button.
- If your player is in pause mode, press the ► || button to resume playback.

- Do a soft reset by re-inserting the battery.
- If nothing works, recover your player as follows:
 1. Launch the Philips Device Manager at Start -> Programs -> Philips Digital Audio Player -> GoGear Mix Device Manager -> Philips Device Manager on your PC.
 2. Press and hold the volume button “+” while connect your player to the PC
 3. Device Manager should acknowledge your player and automatically goes into recovery mode.
 4. Follow the instruction of the Device Manager.
 5. After the player has been repaired, remove it from your PC and re-start.

[\(Back to Top\)](#)